

JOB DESCRIPTION: COMMUNITY ACTIVITIES & VOLUNTEER COORDINATOR

Part time Based at: Hope House, Beeston & Carlton Community Hub

Reporting to: Support Manager and to the Safeguarding Coordinators

Responsible for: Volunteer groups currently including Community Meal teams, Friendship projects and Community Garden & Allotment teams, with new developments such as Kintsugi Wellbeing



THE IMPORTANCE OF OUR STAFF ROLES

Staff costs are our biggest expense and therefore each staff team member is a precious resource, which must contribute effectively to achieving our vision, mission and values. Our competency framework is intended to support and guide, providing clarity of our expectation.

Our Behaviour Pillars and Competencies





AIMS OF OUR COMMUNITY ACTIVITIES

Hope Nottingham understand the significant benefits that increased opportunities for community connection and social interaction can bring in terms of tackling loneliness and isolation as well as improving personal wellbeing. We aim to signpost to various local services but also provide on-site social and faith- based activities at both our Carlton and Beeston hubs to connect local people, in keeping with our vision to inspire and grow communities of Hope. Through these activities, we aim to empower both guests and our volunteer helpers to create a sustainable and supportive environment.

PURPOSE OF ROLE:

To coordinate volunteer-led community and friendship activities through community engagement and the recruitment, training and support of volunteer teams. The role will support existing activities such as Beeston Community Meal, our friendship groups at both Carlton and Beeston, as well as lead on developing new volunteer-led activities, such as, but not limited to, a Community Garden project and development of our allotment activities at Beeston and support Kintsugi Wellbeing courses. This role will ensure that our guests' lives are positively impacted and that volunteers are well trained and supported.

It has been determined that there is a genuine occupational requirement (GOR) as defined in Equality Act 2010, Part 1, Schedule 9 for the candidate to be a practising Christian to lead and support on faith-based activities such as prayer, Kintsugi Hope and Renew Wellbeing.

KEY ACTIVITIES, OUTPUTS AND OUTCOMES:

Activity	What this role delivers Outputs (What)	How this fits with our Theory of Change Outcomes (Why)
Empowering Volunteers	• Motivate, support, manage and retain effective teams of project volunteers in accordance with Hope's Volunteer policy • Ensure volunteer vacancies are advertised and filled promptly • Oversee recruitment, induction and training of volunteers, carried out in line with Volunteer policy with relevant paperwork completed on time and correctly processed. • Contribute to production of relevant training materials (e.g. role specific handbooks) • Empower and develop volunteers, identifying and supporting lead volunteers, to ensure activities are volunteer led (with appropriate support in place) • Relevant team rotas organised and communicated minimum of 4 weeks ahead.	Volunteers are empowered and equipped (through appropriate training and support) to offer help to local people. Volunteers have a dedicated staff contact point and are enabled and supported to deliver quality services reducing loneliness.



	• All volunteers receive annual review and each volunteer team has 2x annual meetings. • Assist in communication of Hope's news to volunteers • Report any behavioural concerns and support in their appropriate address	
Community garden project and development of allotment-based activities (Hope House)	• Oversee development of volunteer-led teams to establish a Community Garden project within the grounds of Hope House and develop activities on our local allotment. • Work closely with and support the Senior Leadership Team in researching and identifying suitable approaches, regularly meet to agree project goals and next steps • Explore and initiate ways of engaging local community stakeholders in the project (e.g. local schools, youth groups, environmental or wellbeing groups etc) • Liaise with relevant staff regarding budgets, ordering, health & safety and other issues related to the project	Local people have opportunities to make social connections, combatting isolation and loneliness through meaningful volunteering. Development of community spaces brings wellbeing benefits for wider local community and opportunities for deeper community engagement.
Supporting Hope Nottingham's general Community activities	• Oversee Hope House monthly community meal (evening sessions), identifying and supporting Volunteer Leads, coordinating and communicating with the volunteer team, ordering, ensuring food safety and hygiene, publicity and advertising, exploring additional input to encourage social interaction • Oversee the Volunteer-led Carlton Saturday Friendship Club, liaising with Volunteer Leaders and covering sessions when required • Oversee the Volunteer-led Hope House Friendship Club as necessary, liaising with Volunteer Leaders to plan and publicise monthly schedule of events • Act as staff contact for Saturday volunteer teams including Beeston Foodbank/Cafe • Provide flexible cover for Activity Leads across different existing activities and sessions (at Beeston and/or Carlton) when required	Local people have opportunities to make social connections, combatting isolation and loneliness and resulting in increased wellbeing.
Supporting Hope Nottingham's faith-based community activities	• Support and contribute to our core objective of Advancing the Faith • Where appropriate, lead on community prayer in our activities and support guests and/or volunteers with individual prayer • Contribute and be involved in development and oversight of faith-based activities as needed (e.g. Kintsugi Hope Groups, Wellbeing groups etc.)	Ensures focus on the charitable objective to 'advance the faith' and the Theory of Change strand of 'Improved Spiritual Support'

	• Provide ad hoc support for our Beeston Youth Renew Wellbeing Group and supporting our volunteer team when required (e.g. covering staff-lead absence) • Undertake an Enhanced DBS check and liaise with Thirtyone:eight (safeguarding umbrella organisation) as necessary (when covering out of hours youth club).	
General responsibilities for all staff roles		
Representing Hope values	• Clearly communicate Hope's vision for the project to the volunteer team and other stakeholders • Uphold and demonstrate Hope Nottingham's values of Compassion, Belonging, Trust, Working Together and Positive Change. • Respect and be happy to work within the context of Hope Nottingham's identity as a Christian charity with a clear Christian culture and mission	Ensures our vision is achieved in a way that aligns with our values, mission and Christian culture
Impact reporting and reviewing	• Ensure by evaluating the impact of activities, they remain high quality, fit for purpose and aligned with Hope's vision and values • Record and collate relevant documentation, data and information (e.g. attendance data, guest and volunteer feedback, anecdotal evidence etc) to evaluate the impact of activities	Hope Nottingham's work is assessed for quality with impact communicated leading to improved long-term quality and sustainability of services
Team working	• In addition to Code of Conduct and policies on relationship boundaries, foster positive relationships with guests, staff, visitors, volunteers, and donors. • Act at all times in a professional manner, respecting the needs, roles and responsibilities of colleagues	Maintains a harmonious team working environment
Health & Safety	• Take responsibility for ensuring all relevant projects comply with H&S / Food Safety / Security policies, carrying out appropriate risks assessments, as necessary.	Activities comply with legal duties. Guests, volunteers and staff are kept safe.
Safeguarding	• Support volunteers to integrate effective safeguarding practice in our activities • Take Safeguarding responsibility for own projects, working with the Safeguarding Coordinators to report and address any safeguarding or conduct issues in line with policy • Liaise with Thirtyone:eight (safeguarding umbrella organisation) as necessary in absence of the Safeguarding Officers (in particular out of hours youth club or Saturday sessions)	Legal compliance and duty to ensure that Hope Nottingham is a place where all guests, volunteers and staff are safeguarded against harm.
Volunteering	• Support with volunteer recruitment, induction, training and review processes (and their administration) as required. • Report any volunteer behavioural concerns promptly	Volunteers are empowered and equipped to help to local people.



Policies and Procedures	• Adhere to Hope Nottingham's policies and procedures including (but not limited to) Health & Safety and GDPR • Take responsibility for ensuring project complies with H&S / Security policies, risk assessing, as necessary. • Ensure effective and responsible stewardship of charitable resources • Use IT resources appropriately	To ensure safe, legally compliant and well-run organisation
Marketing & Fundraising	• Support and contribution to communications and activities to promote Hope's Vision, Mission and Values and achievements and the fundraising for them. • Contribute content for at least 2 social media posts per month	Demonstrates values of working together and ensures long-term sustainability
Other tasks (all staff roles)	• Support other activities as required in absence of other staff • Any other duties as deemed appropriate to the role or running of the organisation.	As above
Training and Personal Development	• Ensure reviews and monthly catch ups are completed in a timely and professional manner (prompt line manager if needed) • Take personal responsibility for identifying gaps in personal and team knowledge / skills and taking action to rectify • Ensure completion of mandatory training, development programs, training courses as deemed necessary to the role (both you and your volunteers) • Promote and deliver opportunities for volunteer skills development	In line with behaviour pillar of 'Managing Yourself' and ensures whole team are suitably trained, and ensures legal compliance
Flexibility	• Days and times may vary according to operational need. You may be required to work flexibly to cover for the absences of colleagues and for other operational reasons. • Attend meetings / training / other sites as required.	Supports running of the organisation

JOB DESCRIPTIONS

- Hope Nottingham aims to continually improve its services, which may mean modification of structures and therefore job descriptions will prove necessary
- You will be expected to co-operate with changes which we may need to introduce, however you will be fully consulted about any proposals that prove fundamental to your role.

This job description is not intended to be exhaustive but outlines key tasks to be undertaken. It will be reviewed as part of our staff annual review policy as a minimum and will be adapted to meet the changing needs of Hope Nottingham. All job descriptions are non-contractual.

PERSON SPECIFICATION

Criteria	Essential	Desirable
EDUCATION	• Equivalent of GCSE grades A-C, Scottish Standard Grades, BTech First Diploma, City & Guilds Level 2, NVQ -2	• Level 2 Food Hygiene / Food Safety qualification • Training in horticulture / growing / gardening
PROVEN ABILITY – EXPERIENCE	• Working with and /or supporting a diverse range of adults • Planning, organising or running group activities • Using Microsoft Office to produce appropriate documents and resources • Experience in food prep/cooking and gardening/allotments (personal or professional) • Experience attending faith-based activities	• Working with or supervising volunteers • Working in community settings • Delivering community prayer / faith activities • Working or volunteering in areas of social eating, allotments, wellbeing or reducing loneliness • Working and liaising with a range of agencies and organisations • Working with young people
PROVEN ABILITY - SKILLS AND ATTRIBUTES	• Good written and verbal communication skills • Highly organised to prepare and coordinate multiple activities • Confident to deliver prayer and faith-based activities • Excellent listening skills • A team player • Confident to engage with and present to individuals and large groups	• Health and Safety awareness • Food Hygiene and Safety • Research skills and ability to assess relevant information to help inform project proposals and development • Skills in producing high quality resources and publicity materials (e.g. using Canva and social media)
MANAGERIAL AND SUPERVISORY RESPONSIBILITY	• Ability to direct, supervise and motivate volunteer teams • Capable to act as lead on multiple projects	



ACCOUNTABILITY	• Commitment to Hope Nottingham's expected staff behaviour pillars and competencies • Commitment to working collaboratively and accountably to ensure project delivery with respect of volunteering and health and safety/food hygiene practices • Can take budget responsibility per project, e.g. supply ordering, booking speakers, organising entertainment etc	
INDEPENDENCE	• Ability to manage a busy workload and conflicting priorities • Self-motivated and able to work on own initiative	• Experience setting up new projects aimed at improving wellbeing, spiritual support and social interaction
COMPLEXITY	• Able to work to standard operating procedures (provided) in different projects • Basic understanding / awareness of safeguarding	• Understanding of issues, challenges and approaches associated with loneliness and wellbeing
RELATIONSHIPS	• Confident liaising with third-parties to increase knowledge of externally available services • Communicate/ promote Hope's services • Self-assured, friendly, and professional approach to working with colleagues • Warm, friendly, confident and proactive when dealing with people / building relationships	• Experience working with a range of community organisations
DIRECTION	• Can work both reactively and proactively, usually reviewed monthly but with available daily support/advice as required. • Can follow clear procedures but also carefully research best practice as required	
PRESSURE OF WORK	• Ability to work effectively in a busy environment • Unflappable, can find ways to 'adapt/get the job done' regardless e.g. if short of volunteers at short notice or higher than expected attendance at an activity	



	• Diplomatic, and tactful, able to deal with all kinds of people, addressing any inappropriate comments or behaviour positively	
WORKING ENVIRONMENT	• Able to work in an open plan office for admin/office tasks • Comfortable working in public spaces such as our community cafés, community spaces and allotment • Coordinating activity-based sessions e.g. community meal or friendship clubs, outdoor activity (allotment or community garden) which may involve standing for long periods, lifting equipment / furniture, assisting in cleaning tasks	
VALUES	• It has been determined that there is a genuine occupational requirement (GOR) as defined in Equality Act 2010, Part 1, Schedule 9 to be a baptised and practising Christian • Ability to work with people of all faiths and none • Maintains the highest levels of personal integrity • Personally committed to Hope Nottingham's vision & mission	
OTHER	• Able to work at either our Beeston or Carlton hubs as required • Flexible to work across 4-5 days including Saturdays and occasional evenings on a rota basis • Valid driving licence and access to own car to travel to two base locations namely Carlton and Beeston • Able to attend pre planned staff meetings or retreat days • Clear Enhanced DBS check	